





Community Engagement Programs





MemberConnections

MHS Outreach team who can help members with understanding their health coverage & community resources.




-  In-person or telephonic help
-  Help build a relationship with the member's doctor or other providers
-  Help member understand health benefits
-  Put member in touch with community resources, such as transportation, food, shelter, or other health programs

Member Baby Showers

Members Invited:

-  Currently pregnant or have delivered within the previous 3 months
-  Currently engaged in OB Care Management

Topics Discussed:

-  Importance of keeping all prenatal and post-partum care appts
-  Importance of well-baby visits and immunizations
-  Available resources and programs
 - OB Care Management services
 - Behavioral health services
 - Member benefits like My Health Pays rewards, transportation, nurse advice line and the Health Library

Event Partners Present:






-  • Safe sleep
-  • Car seat safety
-  • Breastfeeding
-  • WIC benefits and more!



Balanced Child Program







Free Community & Member Event

Education Includes:

-  Importance of preventive care
-  Why children need a successful medical home
-  Signs and symptoms of depression
-  Yoga as a tool for behavioral health
-  And more!



Healthy Celebrations



-  Partnership with a selected primary medical provider (PMP) office
-  Specific date & time at PMP office
-  Focus on non-compliant members
-  Specialty visits & screenings
-  Targets the following:
 - Well-child Visits
 - Women's Health
 - Men's Health
 - HIP Preventive Services
-  Education on benefits, educational materials & health-related giveaways

Healthy
CELEBRATION

Maximize Your Health:

Health & Financial Literacy Program

Free Outreach Education Program






-  MHS members and the community are invited
-  Partnership with Minority Health Coalition/Family Education Network

Education Includes:

- Health Insurance 101
- When and where to access care, and how that can impact cost
- Financial savings through a successful medical home
- POWER Account management; making rollover work
- My Health Pays overview; earning rewards with MHS



MyHealthDirect

-  Appointment Scheduling service for participating providers
-  Used for HEDIS outbound calls and care gaps
-  Allows direct access to provider's scheduling system
-  MHS can schedule directly to their system
-  Includes automated email, SMS text & call appointment reminders (English & Spanish)

Healthy Kids Club

Free and open to anyone!

 Sign up at mhsindiana.com/kidsclub

 Educational program for kids 12 & under







 Members receive:

- A personalized membership card from RosieRoo
- A monthly e-newsletter with health tips & recipes
- A quarterly mailing with health-related educational book



Social Media Outreach







-  Teen Health
-  Healthy Kids
-  Health & Financial Literacy
-  Overall Benefit Education
-  CLAS- Culturally and Linguistically Appropriate Services
-  Partnerships with:
 - American Lung Association – Lung health
 - Project Home Indy – Pregnancy health
 - Indiana Quitline – Smoking cessation









Adopt-a-School

Free to school and participants





-  Designed to help foster relationships with Indiana schools.
-  Programming is interactive and emphasizes the importance of exercise, healthy eating, bullying prevention, school nurse support and access to healthcare.
-  Social-emotional learning series for 3rd-5th graders.
-  Continuing Education Unit (CEU) opportunities for staff: behavioral management, suicide prevention, trauma informed care.

School-Based Telehealth

-  Part of our Adopt A School Program; MHS helped to launch the first school-based telehealth clinic in the state
-  Includes physical health and behavioral health
-  Students can see the doctor at school anytime
-  Child doesn't miss school and parent doesn't miss work!
-  Billable encounter, will also accept students with no insurance
-  Details of the visit shared with child's PMP for continuity of care




Community Chats

Free Town Hall Style Community Event

-  Occurs quarterly
-  Takes place in different counties around the state
-  Focuses on physical and behavioral health issues
-  Open to members and the public






Science Central Partnership

-  HEDIS Campaign targeting Fort Wayne area
-  Outreach campaign including direct mail, email, billboards, digital ads and signage at the museum
-  Quarterly Education includes:
 - Importance of having a medical home
 - Preventive care & well-visits
 - Healthy activities and diet for children
 - Impact of physical health on academic success





Healthy Lifestyle Events

Free for members & the community




-  Include Healthy Cooking Demo with free tasting samples
-  Feature demonstrations from a Personal Trainer
-  Free health screenings valuing more than \$1,000!
 - Blood pressure, height, weight and waist circumference
 - Blood and urine tests for signs of diabetes and kidney disease
 - Blood glucose check
 - Hemoglobin check blood test for anemia
 - Albumin to creatinine ratio (protein in urine)
 - Serum creatinine (measures how well kidneys are filtering blood)
 - Estimated Glomerular Filtration Rate (test for kidney function)
 - Total cholesterol, HDL, LDL and triglycerides
 - Some participants will also have their calcium, phosphorus, PTH and/or Hemoglobin A1c levels checked

Key Stakeholders Committee




-  Group of MHS partners and community advocates meet bi-annually to discuss MHS outreach, operational activities, legislative and policy updates as well as organizational collaboration.
-  MHS creates and distributes a bi-annual newsletter to keep our partners across the state updated on MHS activities and initiatives.







Family Education Network

-  MHS and the Indiana Minority Health Coalition have teamed up to create the MHS Family Education Network.
-  These networks provide free face-to-face and telephonic benefit education to MHS members on a variety of topics.
-  The network representatives can help explain Medicaid health plan benefits and coverage as well as an overview of MHS programs and special services available to members.




Member Advisory Council (MAC Meetings)

-  MAC meetings are held every three months. MHS invites our members to meet face-to-face to share opinions with us.
-  During these meetings, the members and MHS discuss the care MHS provides, including how members feel about MHS and their doctors.
-  Members also view our materials and website, and tell us what they think about our communication. MHS uses this information to make program changes based on our members' need.



Community Influencer Meetings

-  Occurs quarterly.
-  Building new and strengthening existing partnerships between MHS and community organizations in order to broaden our outreach efforts and increase brand awareness.
-  Educating influencers in the community about MHS and the services we provide, so that they can better inform the public we all serve.
-  Learning about the resources that other community organizations provide in order to remain consistent and current with what is going on in the community. This will allow us to better educate our staff, members, and all stakeholders.





Ombudsman Program

-  An ombudsman works to help you solve a problem. Members can contact an ombudsman for free to discuss any issues with: MHS, MHS services, MHS doctors and other parts of their healthcare
-  The ombudsman is neutral and does not side with MHS or the Medicaid program. The ombudsman will work with members to solve problems.
-  If members desire ombudsman assistance, please call them directly at 1-877-647-5326.

Key Provider Outreach Program





-  Free program offered to providers and community partners to help educate MHS members and potential members about who we are and what we do.
-  Our partners can order free MHS educational materials, framed informational posters, branded clip boards, window clings, pens, pencils, stickers and other various giveaway items.

Monthly Provider Webinar Series

-  Monthly, hour-long webinars on topics of interest to our providers (i.e. The Ins and Outs of Billing, Ambetter 2020, End of the Year Wrap Up, etc.)
-  Targeting Office Staff & Practitioners
-  Provides live training as well as online resources
-  Register online at mhsindiana.com/webinars




How Can Providers Help?

-  Be familiar with MHS' programs and services
-  Encourage your patients to reach out to MHS!
We are here to help with all of the programs and services discussed, plus much more.
-  Members should call 1-877-647-4848 and ask for MemberConnections.
-  Ask your Provider Relations rep about additional ways we can partner with you.

Questions?

Thank you for being our partner in care.

Session Survey

 Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



<https://tinyurl.com/fssa1024>